



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Re: Application of:

Karen Ann BRADLEY, et al.

Serial No.: 09/727,567

Filing Date: November 30, 2000

) Confirmation No. 6744

)

)

) Examiner: K. D. Lin

)

) Art Unit: 2154

For: TIME-BASED MONITORING OF SERVICE LEVEL AGREEMENT

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Transmitted herewith is Reply to Office Action with Amendment in the above identified application.

- ☒ No additional fee is required.
- ☒ Also attached: Grant of Associate Power of Attorney, Information Disclosure Statement, PTO Form 1449, 7 cited references
- ☒ Return Receipt Postcard.

The fee has been calculated as shown below:

	NO. OF CLAIMS	HIGHEST PREVIOUSLY PAID FOR	EXTRA CLAIMS	RATE	FEE
Total Claims	17	20	0	\$18.00	\$0.00
Independent Claims	4	16	0	\$86.00	\$0.00
Multiple claims newly presented					\$0.00
Fee for extension of time					\$0.00
TOTAL FEE DUE					\$0.00

- ☐ Enclosed is a check in the amount of \$0.00. Please charge any and all deficiencies to Deposit Account No. 50-1302. An additional copy of this transmittal sheet is submitted herewith.

- ☒ The Commissioner is hereby authorized to charge payment of any fees associated with this communication or credit any overpayment, to Deposit Account No. 50-1302, including any filing fees under 37 CFR 1.16 for presentation of extra claims and any patent application processing fees under 37 CFR 1.17.

Respectfully submitted,

HICKMAN PALERMO TRUONG & BECKER LLP



Lesley L. Coulson
Attorney of Record
Registration No. 46,642

1600 Willow Street
San Jose, CA 95125
(408) 414-1080 LLC:ss
Date: May 20, 2004
Facsimile: (408) 414-1076

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

on May 20, 2004

by

